# COUNTY OF SOLANO
## CLASS SPECIFICATION
# INFORMATION TECHNOLOGY SPECIALIST I-II

**CLASS SUMMARY:**

Initiates, coordinates, and facilitates data and business systems support and assistance to users within a designated department or multiple departments; provides technical assistance to system users for computer and network related problems including first line technical hardware and software support; conducts and/or coordinates user training; and administers, operates and maintains servers, networks, and other specialized data processing and communications equipment. Levels in this classification are flexibly staffed and are allocated based on the level, nature, and complexity of assignment.

**DISTINGUISHING CHARACTERISTICS:**

**Information Technology Specialist I:** This is the entry level classification within the Information Technology Specialist job series. Incumbents in this job class perform the more routine user support functions while developing the more technical skills through on-the-job training under direct supervision of more experienced staff members. Incumbents in this job class serve as generalists working with the hardware, software and information systems utilized by the department in which they are assigned. This job class requires excellent organizational and communications skills.

**Information Technology Specialist II:** This is the full journey level classification within the Information Technology Specialist job series. Incumbents in this job class provide a variety of technical support and training to users of computerized data systems and related hardware.

This classification is distinguished from the:

- **Information Technology Specialist I** by the wider variety and complexity of assigned projects. Incumbents in this classification perform assigned duties in an independent manner and receive only occasional instruction or assistance as new or unusual situations arise.

This job class is distinguished from the:

- **Senior Information Technology Specialist** in that the latter is responsible for larger, more complex systems and business applications. Senior level positions are characterized by analysis and development of automated solutions to a variety of business problems and perform lead supervisory and administrative tasks. Incumbents in this job class require considerable working knowledge of both departmental operations/services as well as the information systems supporting these operations/services.

**SUPERVISION RECEIVED AND EXERCISED**

- Receives direct to general supervision.
- Exercises no supervision.

**ESSENTIAL DUTIES:** *This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.*

- Provides technical assistance to departmental systems' users; coordinates implementation of software documentation with program modifications; provides technical orientation to newly hired department employees concerning the use of automated systems.

- Makes and maintains positive ongoing relationships with customers and external groups in order to identify community needs, enhance public services, and generate public interest in and support of the department through technology.

- Installs and configures personal computer hardware, peripheral equipment, and systems/applications software; coordinates vendors and technical support for installations, troubleshooting, repair, and maintenance.

- Creates personal computer/minicomputer data base applications for department users; identifies needs, develops system, performs report-writer, and instructs department staff on use.

- Maintains computer security systems on designated databases/systems; controls access to the various departmental and external computer systems, software modules, and functions.

- Coordinates and/or conducts user training on a variety of usual and specialized software applications; participates in the development of user manuals; participates in the design of user training courses/modules.

- Provides first- level user support for departmental staff related to technical questions or problems concerning computer applications software, hardware, data communications and/or networking.

- Acts as an initial resource and interface between departmental users and technical support, application programmers, and hardware/network maintenance contractors/personnel.

- Administers, operates and maintains servers, networks and databases; may host administer, operate and maintain web services using a variety of programming languages; creates, edits and runs scripts and programs.

- Performs routine network administration duties such as monitoring or adding application, users and devices, modifying user profiles, re-setting passwords and file maintenance; documents all network changes and revisions.

- Troubleshoots and maintains networked components including routers, hubs, bridges, and switches.

- Troubleshoots and diagnoses communication equipment problems to ensure functional operation; perform minor repairs; coordinates and oversees the installation of communications wiring and cabling.

- Participates in the evaluation of current data systems; researches and analyzes available software that would better meet users' needs and operational requirements; assists users in the preparation of systems specifications and requirements; reviews and analyzes submitted vendor proposals for conformity to specifications, expected results and costs; may assist in the selection and monitoring of vendors in the installation and implementation of modified or new systems.

- Participates in the development and application of test criteria and reviews test results of software changes and modifications; coordinates and participates in the development of user reference manuals; coordinates testing and implementation of software programming changes with programmer analysts and other technical staff/consultants.

- Participates in County wide teams as a representative of assigned department in the development and maintenance of major multifunctional and complex systems and the on-going review of standards, policies, and procedures for Information Services.

- Performs higher level duties in a training capacity.

- Performs other duties of a similar nature or level as assigned.

## EDUCATION AND EXPERIENCE:

### Information Technology Specialist I

**Education:** Successful completion of the twelfth grade or its equivalent supplemented by computer information systems user courses or training programs related to general data processing principles, computer operations, and standard government and business applications and operating software programs.

**AND**

**Experience:** Two (2) years of progressively responsible experience to include working with computerized data/information systems.

### Information Technology Specialist II

**Education:** Eighteen (18) semester hours is required in Information Technology, Management Information Systems, Networking or a closely related field **OR** eighty (80) hours of designated coursework and/or certification training.
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**AND**

**Experience:** Two (2) years of experience performing duties and functions similar in scope, responsibility, and technical expertise to the County's Information Technology Specialist I.

**Note:** Additional experience may substitute on a year for year basis for the educational requirement.

**LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS**:

- Applicants may be required to possess a valid California Driver's License, Class C.

**Note:** All licenses, certificates and registrations must be kept current while employed in this class.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:**

- Basic operations, services and activities of a comprehensive information systems program.
- Computerized information systems utilized within the assigned department.
- Usual work methods and techniques utilized by line staff as data systems users.
- Standard and accepted procedures necessary to maintain the integrity and security of data in networked systems.
- Standard and usual computer hardware, applications software, and local area network software.
- Information systems analysis and design.
- Basic operational characteristics of local and wide area network systems.
- Network cabling standards.
- Principles and practices of troubleshooting computer system hardware and software problems.
- Basic principles and practices of technical network administration.
- User training methods and techniques.
- Computer hardware and software error research and correction alternatives.
- Principles and practices of customer service.

**Skills and/or Ability to:**

- Utilize basic office and computer equipment.
- Learn and understand the more technical functions of assigned data systems and related hardware/networks.
- Learn the details of operations and services of assigned department.
- Understand and carry out a variety of both written and oral instructions.

- Understand, interpret, and accurately explain laws, regulations, and policies governing designated program operations.
- Establish and maintain designated documentation and records in an accurate and timely manner.
- Maintain confidentiality of records and information per pertinent laws and regulations.
- Understand designated software uses and applications in relation to departmental goals and processes.
- Collect and analyze data to identify needs.
- Evaluate program/system effectiveness.
- Respond to and identify user computer related problems.
- Troubleshoot a variety of desktop systems hardware and software.
- Perform routine technical maintenance on local and wide area networked systems.
- Test and repair network cabling problems.
- Draw logical conclusions and make appropriate recommendations.
- Successfully communicate and interact with individuals and groups at all organizational levels.
- Communicate clearly, concisely, and tactfully in both oral and written forms.
- Operate a variety of usual and specialized software programs to include word processing, spreadsheets, and specialized databases at a level sufficient for successful job performance.
- Conduct and integrate assigned functions and activities in a cohesive and effective service delivery system.
- Secure cooperation and teamwork among departmental staff and other departments/contractors.
- Schedule, coordinate, and prioritize the work of self and others for successful job performance.
- Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.

**Information Technology Specialist II**– In addition to the knowledge and abilities listed above:

**Knowledge of:**

- Information systems analysis and design.
- User training methods and techniques. Computer hardware and software error research and correction alternatives.

**Skills and Ability to:**

- Understand, interpret, and carry out a variety of both oral and written instructions in an independent manner.
- Perform a variety of technical and specialized tasks and functions in an independent, competent, and timely manner.

**PHYSICAL REQUIREMENTS:**

- Mobility and Dexterity: Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- Lifting, Carrying, Pushing and Pulling -- Light Work: Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Vision: Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Positions in this class also may require employees to have depth perception in order to operate a motor vehicle.
- Hearing/Talking: Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

**WORKING CONDITIONS:**

- Office Work: Employees in this class will most often be working in an office setting.
- Traffic Hazards: Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- Disruptive/Confrontational Human Contacts: Employees in this class may be subject to disruptive and confrontational people.

**OTHER REQUIREMENTS:**

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of

- Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- Independent Travel: Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.

**CLASS HISTORY AND CLASS INFORMATION:**

- Date Approved by the Civil Service Commission: December 2017
- Date Adopted by the Board of Supervisors: December 2017
- Date(s) Revised: August 2017